Sysgem SysMan Remote Control

User Guide

By Sysgem AG

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Introduction

Purpose of this Guide

Sysgem SysMan Utilities helps you, as an IT professional, to take control of machines in the Windows Domain in a convenient, reliable and secure manner.

Tools are available at your fingertips, not only to view a spectrum of system management status attributes, but also to remotely connect to systems using *SysMan Remote Control*.

This is the guide to using Sysgem's SysMan Remote Control. The product is installed on your Windows workstation as part of the *Sysgem SysMan Utilities* program and thereafter connects to remote machines in your network. Access to the remote machines uses your Windows user account credentials, or if your account has insufficient access, it can either use a special SysMan Remote Control Server password, or the credentials of another account that does have the appropriate level of access.

Contact Us

If you need information or assistance with SysMan then as a first point of contact please get in touch with your supplier.

If you need to contact 'Sysgem Distribution' for:

- Sales Support
- Information on software updates and release notes
- Frequently Asked Questions

... please visit: www.sysgem.eu, or send email to sales@sysgem.eu

If you need assistance from 'Sysgem Distribution' for:

- Technical Support

… then please visit: support.sysgem.eu.

For other information please visit our Knwledge Base:

www.sysgem.eu/knowledgebase

Getting Started

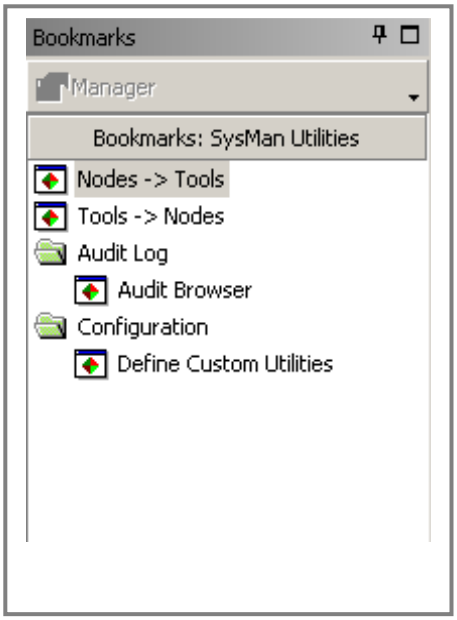
Start Remote Control

Startup icon

SysMan Remote Control is started from the SysMan Utilities program. Double click on the "Sysgem SysMan Utilities" icon that has been placed on your Windows desktop during the installation of the product.

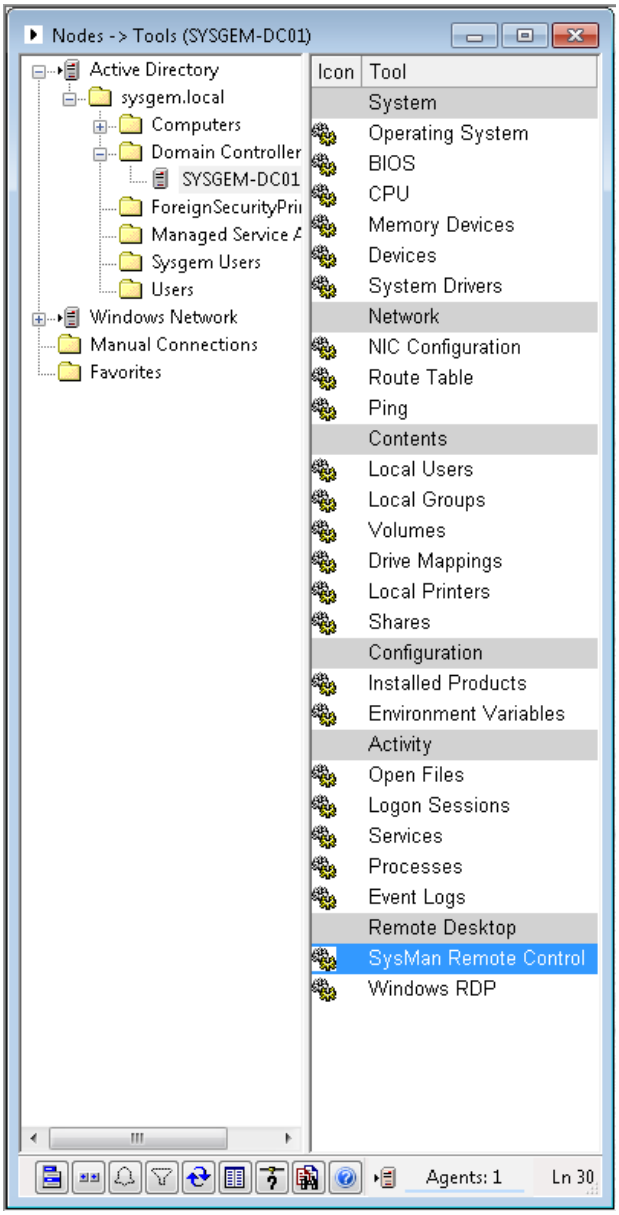
Explore the Network

The SysMan desktop opens up to reveal a number of SysMan Utility bookmark options on the left-hand side of the screen:



To browse through the list of machines available to Remote Control select the option “Nodes -> Tools”, that is shown as a bookmark, and either use the right mouse key and press “Select” or double click with the left mouse key to start the Nodes -> Tools display window.

Open up the explorer tree in the left-hand side of the Nodes -> Tools window and select the machine that you want to use with Remote Control.



In this example, the machine “SYSGEM-DC01” has been selected in the explorer tree on the left. All the SysMan Utility tools that are available on SYSGEM-DC01 are shown in the pane on the right, including the “SysMan Remote Control” option (which is selected in the example above).

Double click on the SysMan Remote Control option to open a new window and connect to the selected machine.

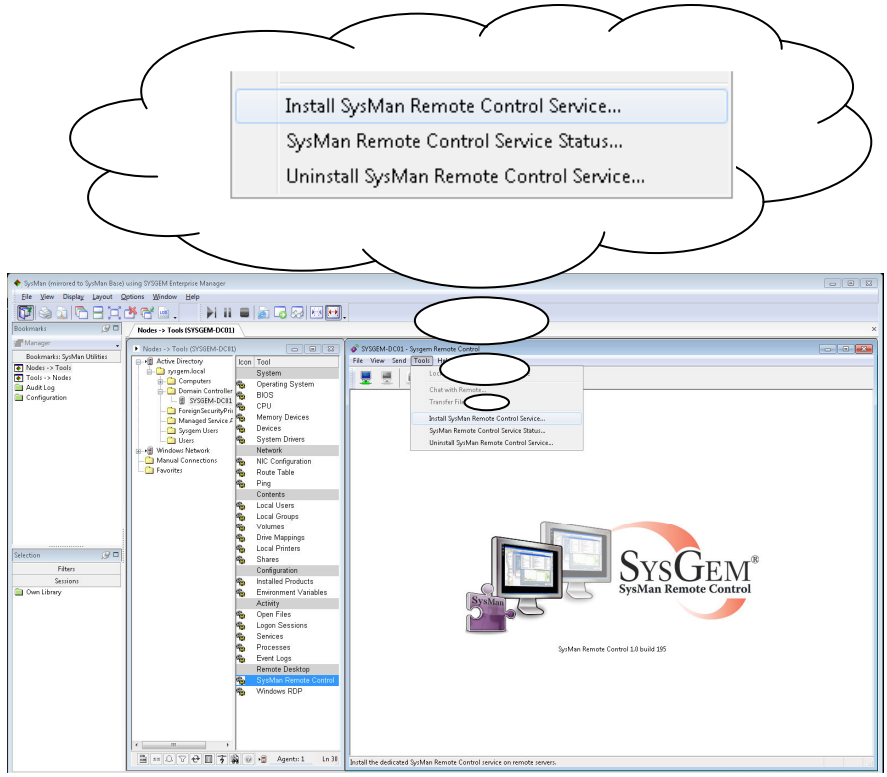
Connect to a Remote System for the First Time

Install the Remote Control Server

Before SysMan Remote Control can connect to a remote machine the *Remote Control Service* must first be installed on that machine.

From the Remote Control window on your workstation, use the menu option:

Options -> "Install SysMan Remote Control service"



Installation Options

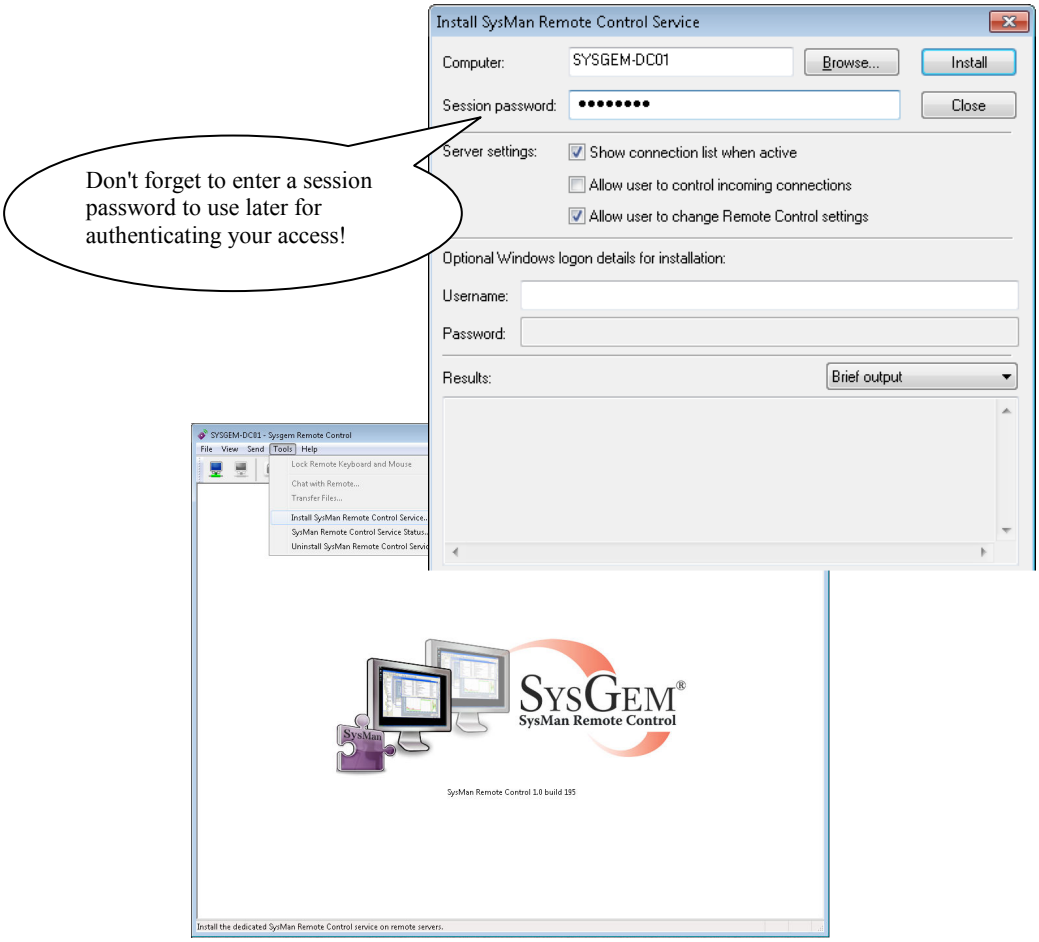
A window is displayed to start the installation.

Browse for and select the required computer and (optionally) add a "session password" in the *Install SysMan Remote Control Service* window. The session password permits a connection to the remote machine without requiring any other access permission.

If your Windows user account is a member of the Administrator group, then the installation will proceed without the need to make an entry in the Logon Credentials section. If it does not, then enter the credentials of an account that is a member of the Administrator group.

See the following screenshot for details of the Installation form.

Install SysMan Remote Control Service:

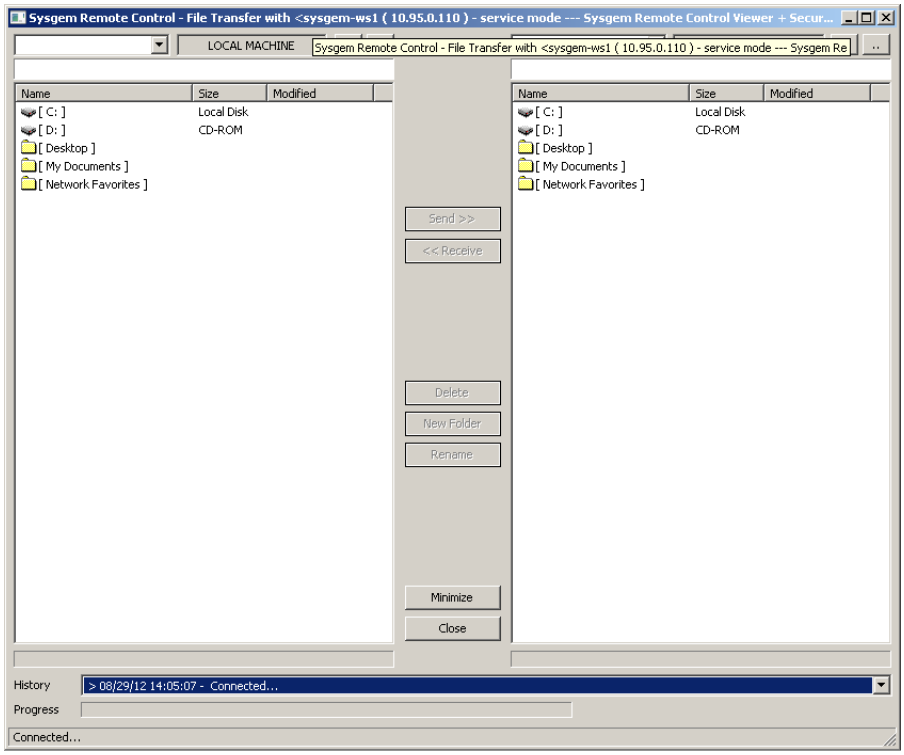


After the service has been installed, users of the remote system have the option to change their option settings. Three of the option settings can be set as the service is installed:

- *Show connection list when active*. If this option is set, then a window is displayed on the target system indicating that Remote Control session(s) are active, and which IP address(es) are connected.
- *Allow user to control incoming connections*. A user that is logged on to the remote machine has the option to reject a connection.
- *Allow user to change Remote Control settings*. The option settings form is available for modification by the user of the target system.

Copying Files

Copying files between the central workstation and the remote machine is achieved very simply by using the “Transfer files” option on the Remote Control “Tools” menu option. This displays a file browser window that permits files to be selected and transferred in either direction.



Credentials for Logging On to a Target Machine

Enter Access Credentials

You need sufficient access credentials in order to gain access to a remote system with SysMan Remote Control.

The options are:

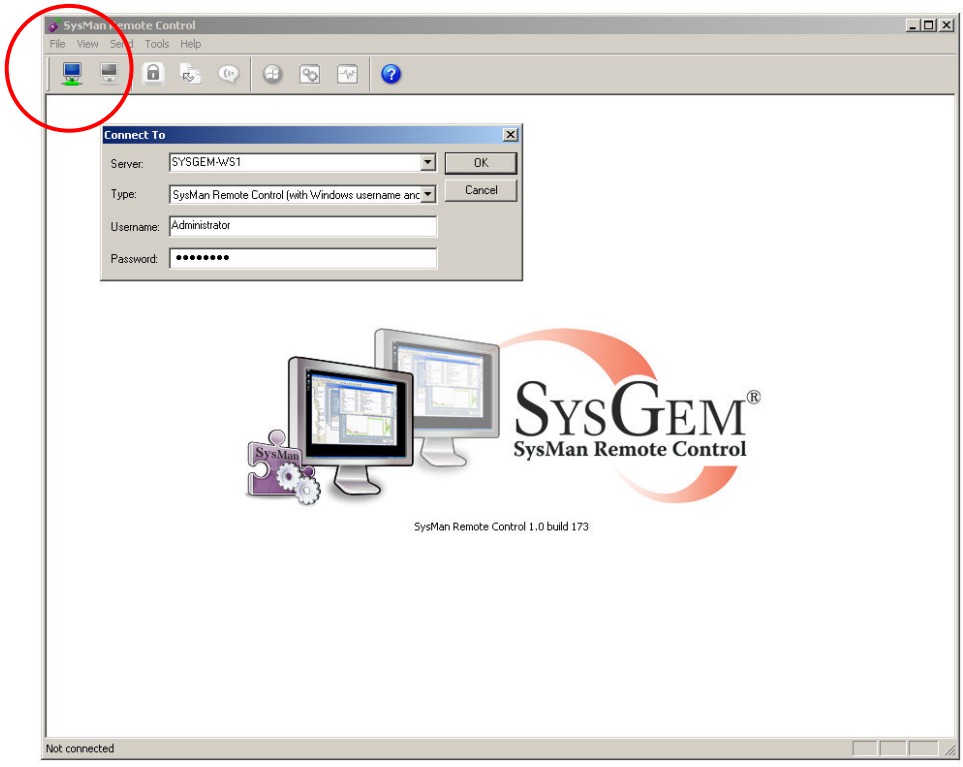
1. Use the credentials of a privileged Windows user account. This can be your logged in user account or it can be another account that you identify by entering its username and password.
2. Use the SysMan Remote Control Service password if one were created when the service was installed.

When do you enter the details?

1. The credentials can be entered manually from the Remote Control Window by selecting the “Connect to” option immediately before you make each new connection.
2. The details can be set up (and stored) for each remote machine so that they are applied automatically whenever you select a machine in the Nodes -> Tools window and invoke the “SysMan Remote Control” tool.

Manually Enter Access Credentials

In the Remote Control window, use the option: “Connect to” (or the icon:) and select the computer you wish to connect to.



The connection “Type” field in the above form allows either a user account credentials to be used for access, or the service password that was defined when the service was installed.

If you select “Type” to be a user account, then either enter the details of a privileged account or leave the username and password fields empty to use your logged in user credentials.

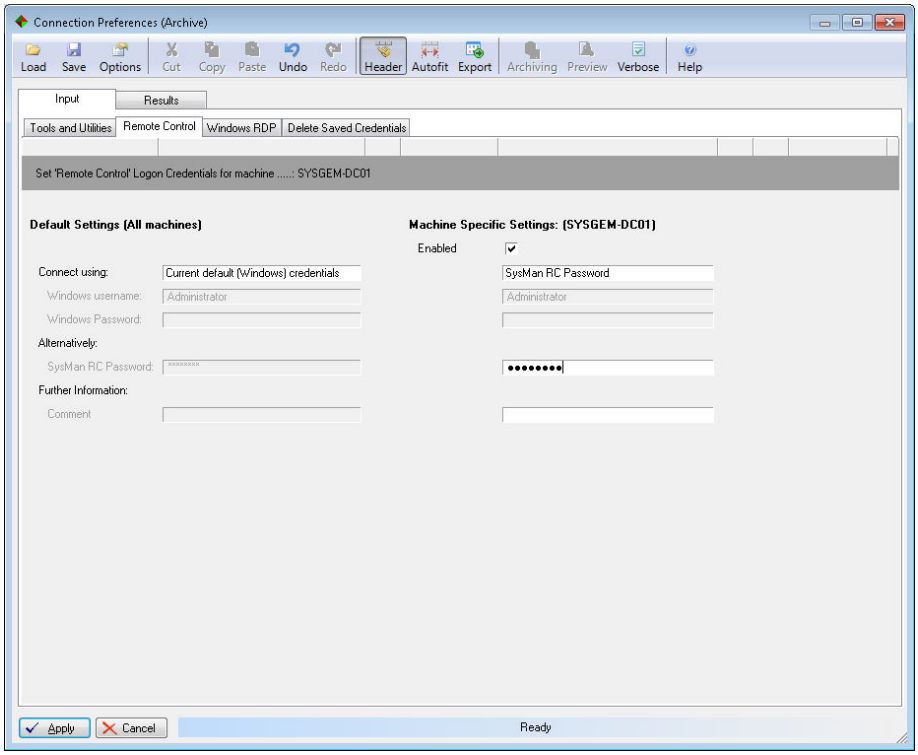
If you select “Type” to be the SysMan Remote Control Service password, then the username field will be greyed out and you should enter the service password in the password field.

Set Up Default Credentials

For convenience, you may set up access credentials that will be automatically used whenever a machine is selected from the SysMan
(Nodes -> Tools) explorer window and used with the Remote Control tool.

To set up these default credentials, open the SysMan Nodes -> Tools window and browse through the explorer tree to pick a machine. Then use the right mouse menu option: “Connection Preferences” on the selected machine. The following form is displayed.

Select the “Remote Control” tab.



In the “Remote Control” tab of the Connection preferences form it is possible to:

1. Create a “Default” setting that will be applied to all machines if there are no specific settings for certain machines.
2. Create a machine-specific setting for the selected networked machine.

In both the default (for all machines) setting and in the machine specific setting the following options may be applied:

1. Use your current logged in user credentials
2. Use the credentials of another (specified) user
3. Use the SysMan Remote Control Service password

It is also possible to define the setting to be the same as that defined in the "Tools and Utilities" tab where either the logged in user details have been chosen or the credentials for a specific user have been chosen. (This saves entering the information twice when they are the same!)

If no options have been set, then the credentials for your current logged user account are used.

At any time, if the login fails, an error will be displayed and you will have the option to use the "Connect to" option in the Remote Control window to enter an alternative set of credentials.

Disconnect a Session (from the Central SysMan Client)

Select the "Disconnect" menu option or the icon: ( ) in the SysMan Remote Control window to end a session with a remote target machine.

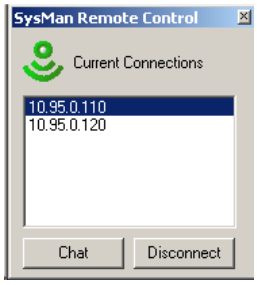
The logged in user on the target machine can also disconnect Remote Control sessions (see the section below on "Remote Sessions").

Starting Multiple Remote Control Sessions from a SysMan Client.

More than one Remote Control window may be opened at any one time. To do this, either select another node in the Nodes -> Tools display and start the Remote Control window on the new node - or - start the Tools -> Nodes display and select the "SysMan Remote Control" option in the left pane and then select multiple machines in the right pane and then choose the "Select" option. A connection will then be made to the selected machines (one machine per Remote Control Window).

Starting Multiple Remote Control Sessions to a Single Server from more than one SysMan Client.

More than one SysMan client can connect to a single server. The target machine then has a connection display that shows the IP addresses of multiple SysMan users that are connected:

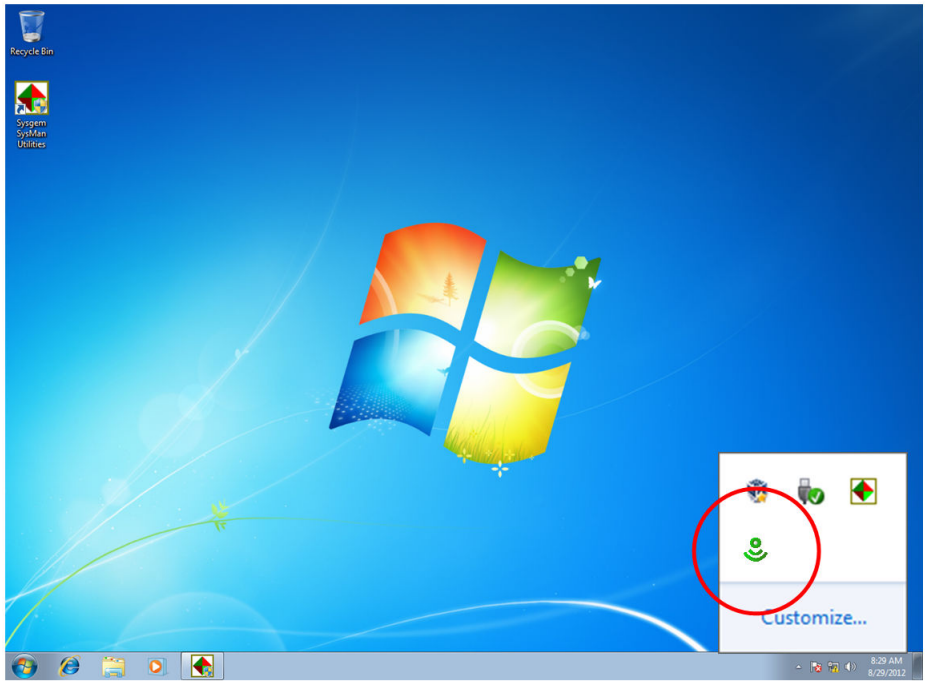


Remote Sessions

Logged on User

System Tray Icon

A SysMan Remote Control icon will appear in the system tray. When a remote control session is active the icon is green and faces downwards. When there is no current Remote Control session, the icon is purple and faces upwards! See the example below.

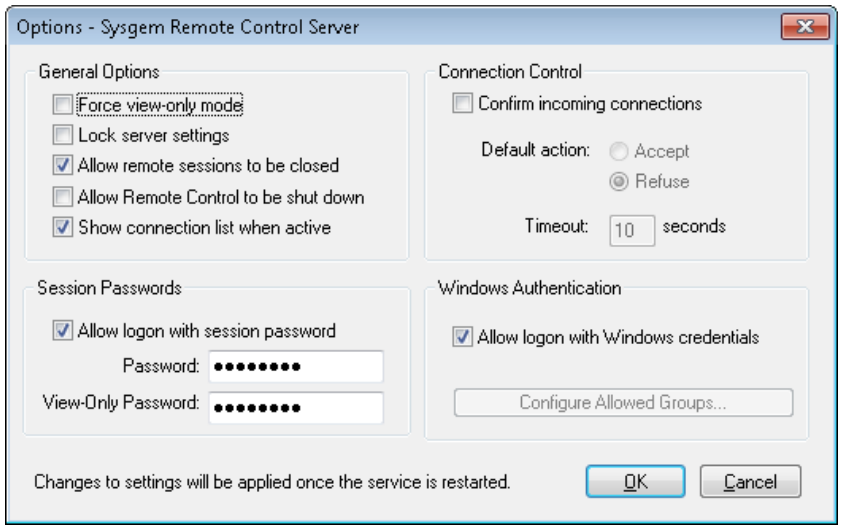


Double clicking the icon with the left mouse button will start an edit of the option settings (see “Option Settings” below).

Clicking the icon with the right mouse button will give a full list of available menu options:

- Settings
- Disconnect All Viewers
- List Viewers
- Close SysMan Remote Control.
- About SysMan Remote Control

Option Settings



General Options:

- *Force view-only mode:* With this option, the user of SysMan Remote Control can only observe the remote desktop. The keyboard and mouse are disabled.
- *Lock server settings:* The SysMan Remote Control settings will not be able to be changed on the target machine.
- *Allow remote sessions to be closed:* The user on the target machine will have the ability to disconnect a session if this option is enabled. If the option is disabled then the "Disconnect" option on the target machine will be greyed out an unavailable.
- *Allow Remote Control to be shut down:* Permit the removal of the Remote Control Service by the logged on remote user of the target machine.
- *Show connection list when active:* A window will be displayed on the target machine whenever a Remote Control session is active. The window shows the IP addresses of the user(s) that are connected.

Connection Control:

- *Confirm incoming connections:* The remote logged on user will be prompted before the Remote Control window is allowed to connect to the target machine. The user can accept or reject the connection request.
- *Default action:* If no response is made to the prompt requesting permission to connect, then the default action (after the timeout period has elapsed) will be to accept or reject the connection, depending on this setting.
- *Timeout:* This defines the number of second before the session request is automatically accepted or rejected.

Session Passwords

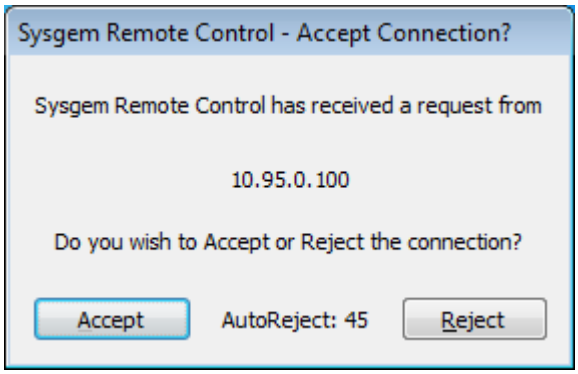
- *Allow logon with session password:* This allows someone who has knowledge of the Remote Control service password to connect to the target machine using the service password as the means of verifying access permission.
- *Password:* The Remote Control Service password.
- *View-Only Password:* If this password is used to establish the connection, the Remote Control session will be in read-only mode.

Windows Authentication

- *Allow logon with Windows Credentials:* SysMan Remote Control can be used by specifying a privileged user's credentials, or the default logged on credentials if the SysMan user has Windows privileges.
- *Configure Allowed Groups:* Enter the name of a Windows group to which the user MUST belong, to be allowed to use the product on this machine.

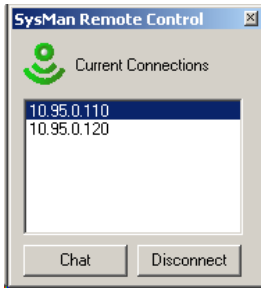
Accept / Reject a Session

If the "Confirm incoming connections" option is set, then a logged in user of the remote target machine will be prompted with a message to accept or reject a connection request.


Sysgem Remote Control - Accept Connection?
Sysgem Remote Control has received a request from
10.95.0.100
Do you wish to Accept or Reject the connection?
Accept
AutoReject: 45
Reject

List and Disconnect Selected Viewers

Use the right mouse button on the SysMan Remote Control icon in the system tray to invoke the "Current Connections" window. Select items in this window to for use with the chat or disconnect buttons.

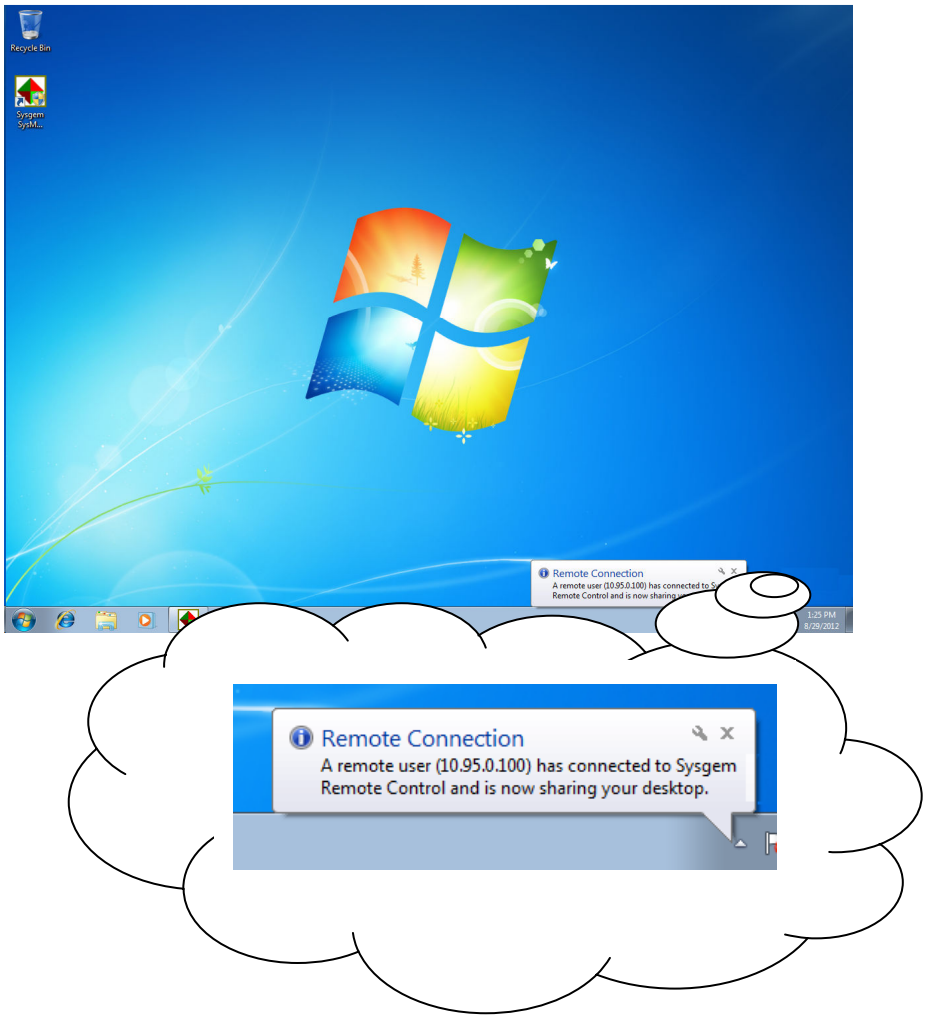


Disconnect All Viewer Sessions

Use the right mouse button on the SysMan Remote Control icon in the system tray to invoke the “Disconnect” option.

Confirmation that a Session has Begun

A pop-up message appears on the desktop to alert the logged in user of the remote system that their session is now being observed by SysMan Remote Control and if the settings option is set, a window showing the connected user(s) will also be displayed.



Chat Message

The user of SysMan and the logged in user of the remote target machine can send each other text messages in a chat window.

The SysMan user uses the Tools > “Chat with remote…” menu option or the chat icon: ( ), and the user who is logged into the remote target machine uses the “List Viewers” option (as shown above) and then selects the Viewer(s) to chat to before selecting the “Chat with client” option.

Close Sysgem Remote Control

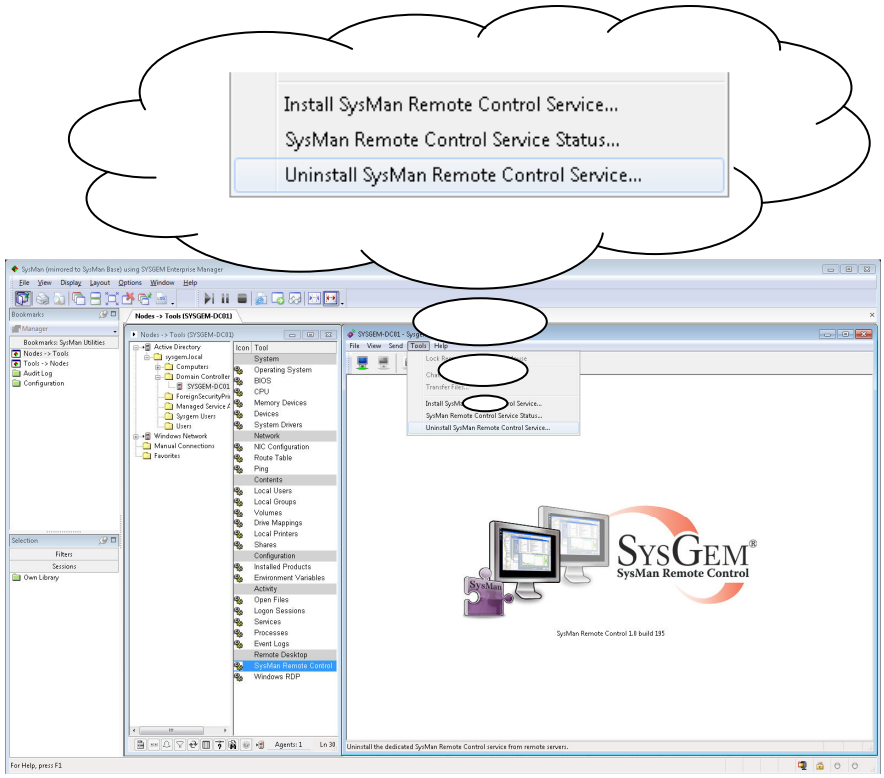
Use this option to remove the service from this target machine. The Remote Control user cannot then use Remote Control to connect to the machine without first uninstalling and re-installing the service.

Uninstall the Service

From the Central SysMan Remote Control Window

After invoking the Remote Control tool from the Nodes -> Tools window, and ensuring that the Remote Control connections to the selected machine have been closed, select the menu option:

Tools > “Uninstall SysMan Remote Control Service…”



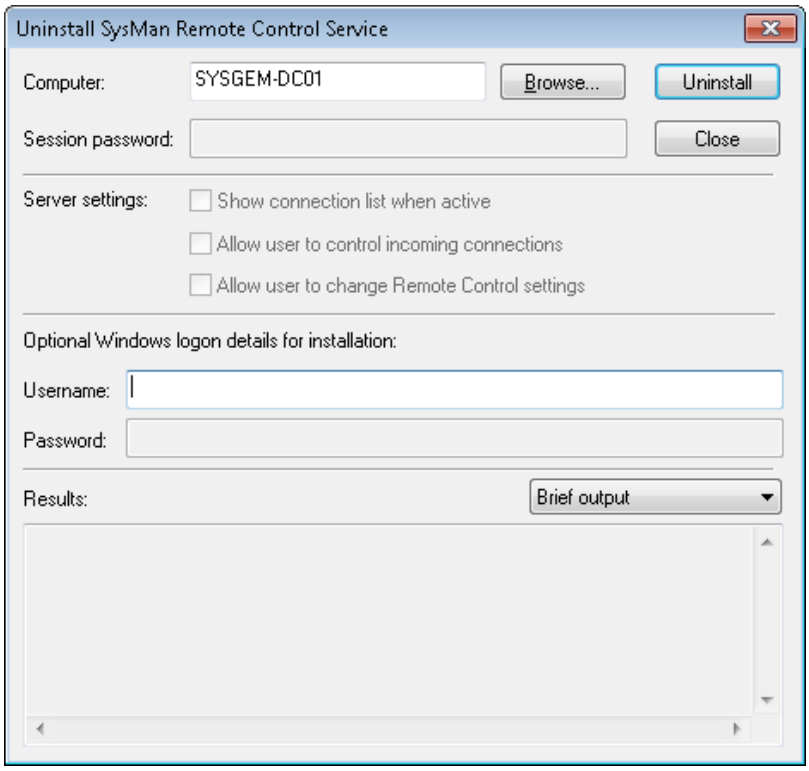
In the Uninstall SysMan Remote Control Service window, select the appropriate machine by first using the browse button.

If you do not have administrator privileges, then identify an account that does and enter the password.

Press the “uninstall” button and note the output given in the “Results” pane.

The SysMan Remote Control Service has now been removed from the target system.

Uninstall SysMan Remote Control Service:



Uninstall on the Remote Target Machine

The SysMan Remote Control Service can be removed, if necessary, from the target machine by using the Windows Administrative tools to uninstall a program.